February,2014

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# Samsung Service News

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# Inside this issue

February, 2014


1 2014 Samsung TV and Appliance Training: What's New in 2014
2 New Mobile GSPN with Remote Management Available for 2014
3 Field Service Team Zone Update
5 Samsung Skills Challenge at ASTI 2014
6 2014 Samsung TV Training to Begin March 1st
7 Samsung Introduces New Soundbar Offerings at 2014 CES
8 Samsung Wows 2014 CES with Virtual 9.1 Channel Sound

CE Tech Tips

9 Fixing HDMI "No Audio Issues" in Novetek and Fox-P LED TVs
10 CE GSPN Updates

HA Tech Tips

14 Leaking Doors in DW80 Series Dishwashers
16 Contact between Pantry Case and Vegetable Case in RF220 and RF221 Series Refrigerators
18 Using the Temperature Probe in the NE58F Slide-In Range

## Inside this issue

February, 2014

19 HA GSPN Updates

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*The information in this newsletter is published for experienced repair technicians only and is not intended for use by the public. It does not contain warnings to advise non-technical individuals of the dangers that exist when servicing a product. Only experienced professional technicians should repair products powered by electricity. Any attempt to service or repair a product or products using the information in this newsletter by anyone other than a trained professional technician could result in serious injury or death. Information provided in this bulletin is subject to change or update without notice.*

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# 2014 Samsung TV and Appliance Training: What's New in 2014

By Rick Heal, Senior Manager and Tracey Janey, Director, Field Operations

Over the past few years, Samsung Technical Training has continued to evolve to better meet the needs of our Service Network. So, what are we planning for 2014? Here are a few highlights for our live training offerings.

- Our training season starts one month earlier this year than it did in 2013.
  - TV Training kicks off on March 4th. This year's training class will include information on UHD.
  - Appliance Training will begin on April 1st.
- Our focus for the first 90 days of training will be on our key service partners and servicing dealers. Our goal is to ensure that this portion of our network is 100% certified by the end May for TV and the end of June for Appliances.

- In 2014, we will launch a training invitation process. We will be sending invitations to our larger servicers when training is scheduled in your area. Simply reply to the email, choosing a date from those offered. The technicians you select will be automatically registered for that class.

- We will be holding more localized trainings in 2014. We anticipate holding training in approximately 25 locations throughout the US, in addition to our training centers in Little Ferry, NJ and Bensenville, IL. We are striving to reduce the impact to your business by reducing travel time and expense.

- In 2013, we piloted a program that we affectionately call "SWAT" training. That program will continue in 2014. We have a team of instructors who travel around the country and ride along with techs to deliver training. Think of it as a "personalized" instructor for a few days. The utilization of those instructors is based on need and availability. If you are interested, please let your Regional Service Manager know, and we will do our best to accommodate your request.

Our TV and HA update classes will continue to be offered in 2014. You are eligible to attend these classes if you achieved certification in 2013. The 2014 TV Update Class is one day while the HA Update Class is 2 days. We will offer our basic TV and HA courses several times during the year for new Technicians or those who need more in-depth training. Those classes are 3 days in duration for TV, 4 days for Appliances.

Certification is required for technicians who perform warranty repairs on Samsung products. All FE/ME/MSC's and ASC's who submit 30 claims per month or more are required to attend live training to achieve 2014 Certification. ASC's doing fewer than 30 claims a month can be certified by reviewing the content on Plus One and taking the Certification exams. A score of 70 or above is required on the Certification exams.

We look forward to seeing you in our classes this year. Watch for the invitations, or check the newsletter for the upcoming schedule. If you have any questions or would like to reserve a seat in an upcoming class, please contact us at training@sea.samsung.com.

# New Mobile GSPN with Remote Management Available for 2014

By Chuck Russo, Assistant Manager, Training

The new Mobile GSPN, now with mobile Remote Management, has just become available for all authorized service centers.

You can view an instructional video at: [http://serve.castfire.com/video/2074870/2074870_2014-02-10-123510.720p.mp4](http://serve.castfire.com/video/2074870/2074870_2014-02-10-123510.720p.mp4)

For more information, contact GSPN Support at 1-888-341-2561.

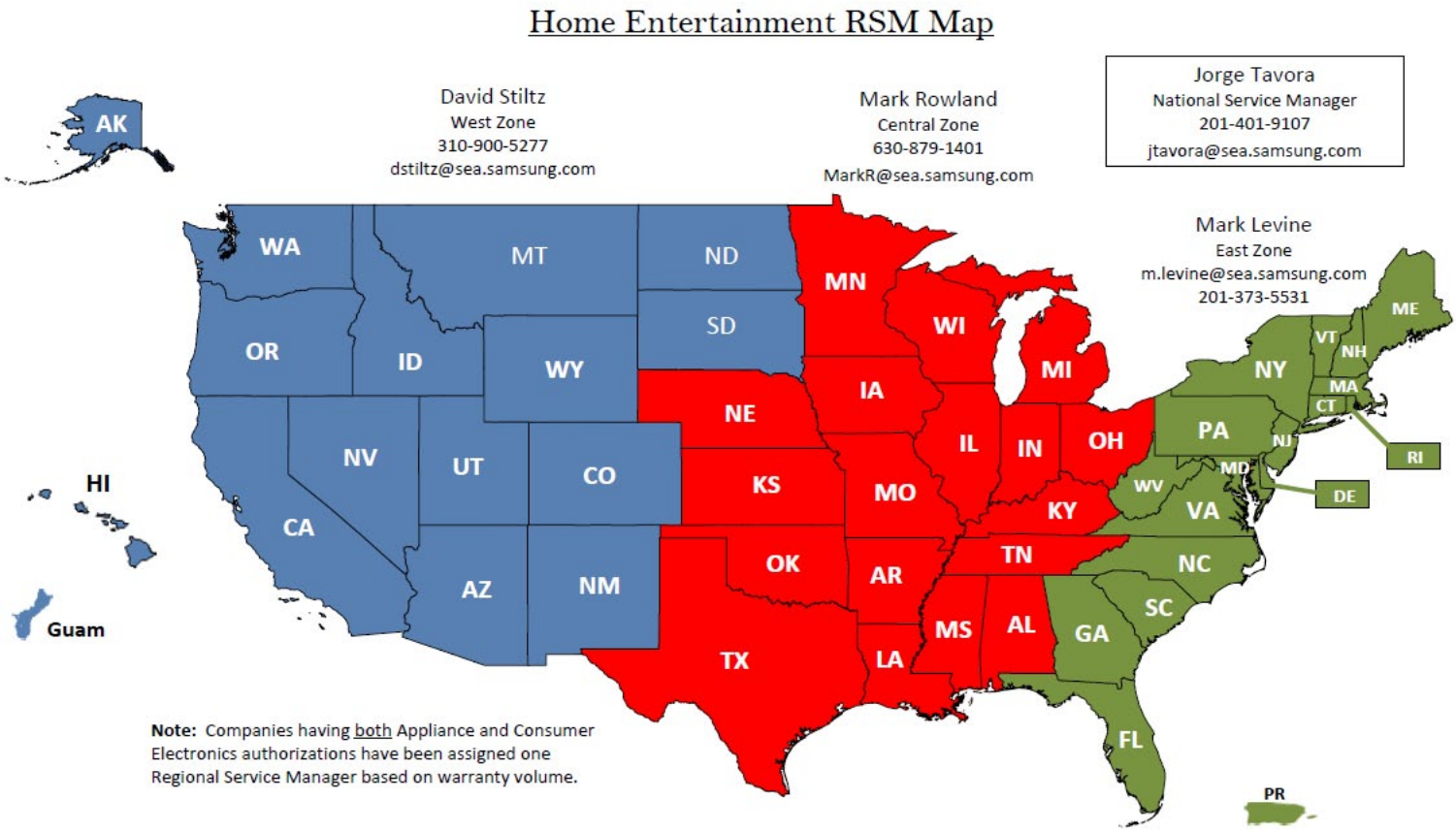
* Note: The video may take several minutes to load.

# Field Service Team Zone Update

By Jorge Tavora, National Service Manager, Field Service

## Update - HE FST Zone - Mark Rowland and Mark Levine will manage Ron Peter's Zone temporarily.

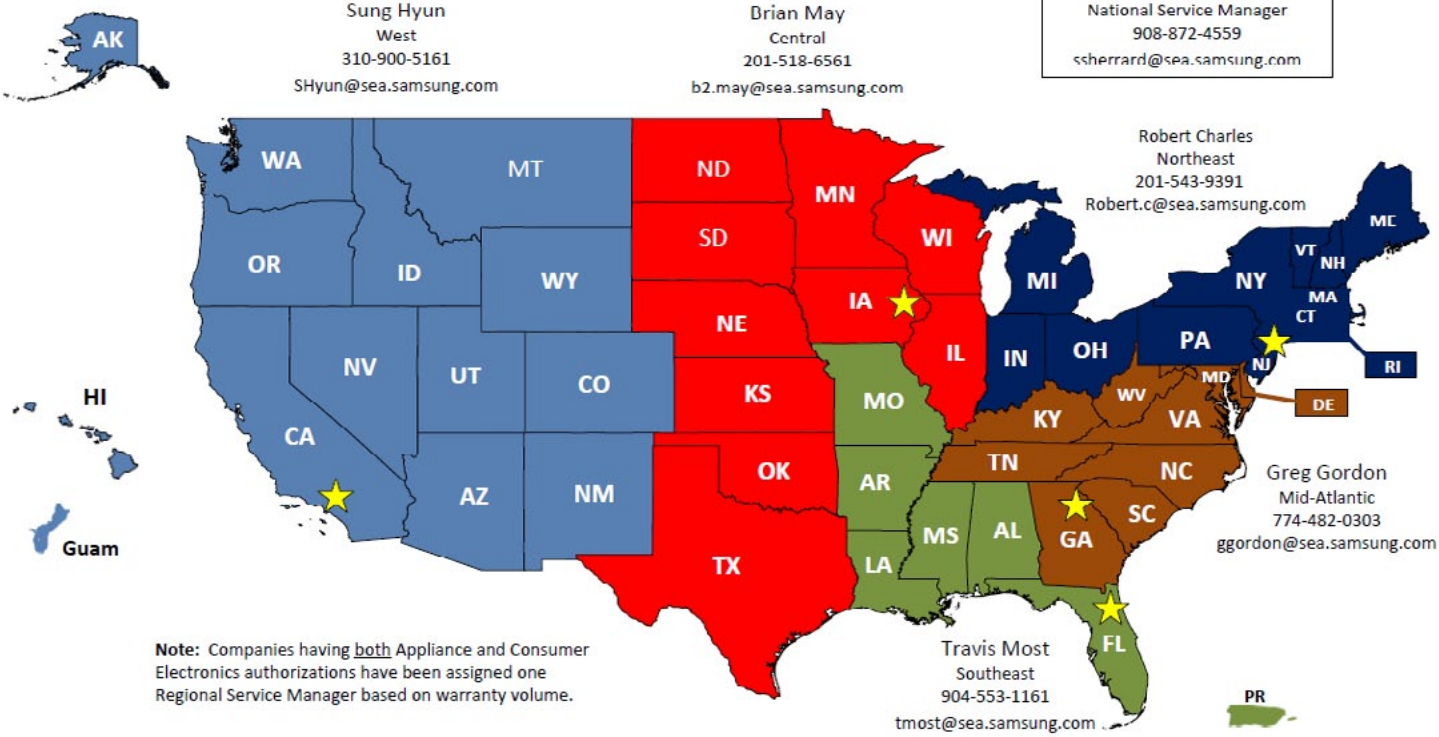
The zone assignments are shown in the map below. Some HA states have also been re-assigned. See the map on the next page.



# Field Service Team Zone Update

continued

## Home Appliance RSM Map




**Note:** Companies having both Appliance and Consumer Electronics authorizations have been assigned one Regional Service Manager based on warranty volume.

# Samsung Skills Challenge at ASTI 2014

By Nicholas Webert, Regional Trainer

Samsung is attending the 2014 ASTI/USA convention being held in sunny San Diego. At the convention, Samsung will offer classes on both refrigeration and laundry and hold the first ever "Samsung Amazing Repair Race". The "Samsung Amazing Repair Race" will be open to everyone attending the convention and will offer competitors the opportunity to win some great prizes.

During the event, technicians will be judged on many different service skills. Yes, we have a technical score for the removal and installation of a part, but we will also be judging competitors on best service practices. (Ex. shoe covers, tools placed on a mat, etc.) The fastest time, minus any deductions for missing best practices, will yield some great Samsung prizes.

Samsung selects the highest quality ASC's to work for us, so I expect to see one of you on that stage taking home the prize. You will find the "Samsung Amazing Repair Race" located center stage in the trade show room. Now my question to you…. Are you up for the challenge?

Samsung's Amazing Repair Race

For convention registration information please contact: http://www.unitedservicers.com

**The 2014 ASTI/USA Convention**

Wednesday, February 26, 2014 to Sunday, March 1st 2014

Town & Country Resort & Convention Center

500 Hotel Circle North

San Diego, California 92108

619-297-6006

# 2014 Samsung TV Training to Begin March 1st

By Chuck Russo, Assistant Manager, Training

## 2014 Samsung TV Training Course

### Begins March 1st on PlusOne!

# Samsung Introduces New Soundbar Offerings at 2014 CES

From January 02, 2014 edition of CES News

Samsung's HW-H750 Soundbar amplifies any home entertainment experience with 320W of great sound. Delivering full cinematic and lifelike sound to enhance the home theater experience, the Soundbar combines the warmth and natural sound of analog with the latest digital audio technology to deliver a rich and powerful sound. With its sleek, metallic design, the HW-H750 is destined to look as good as it sounds paired with a large screen TV. The unit also is compatible with Samsung's growing roster of Shape Wireless Audio-Multiroom products to further expand music options in the home.

The HW-H600 Sound Stand is designed to fit under TVs ranging in size from 32 inches up to 55 inches. Its Multi-direction technology provides rich 4.2-channel sound in a sleek, low-profile (1.4") design. It's the perfect accompaniment to a bedroom TV, or a main TV in a smaller space, where a complex sound system won't fit.

Both the Soundbar and the Sound Stand make it easy and convenient for consumers to set up a wireless connection with the TV. They also support Samsung's TV Sound Connect feature, which outputs TV audio through the devices via Bluetooth. This greatly simplifies and streamlines installation of either system at home. With Bluetooth, consumers can connect either device to a variety of mobile devices and experience the same great, lossless sound.

# Samsung Wows 2014 CES with Virtual 9.1 Channel Sound

From the January 02, 2014 edition of CES News

With a stunningly expansive sound field and audio technology exclusive to Samsung, the HT-H7730WM Home Entertainment System delivers a sonic boom in home entertainment with a host of key features. Partnering with leading digital audio developer DTS, Samsung is the only consumer electronics brand to offer the new DTS Neo: Fusion II codec for 2014. This truly state-of-the-art technology creates virtual 9.1 channel output by interpolating source material and turning it into an auditory experience with such depth and direction that the listener can't help but be swept into the action. Imagine the sound of helicopters approaching, flying overhead and then departing in the distance behind the listener as if standing directly below. Such directionality is made possible by Samsung's expansion of the sound ceiling from just the front to the rear as well.

Powering the HT-H7730WM is an amplifier that gives listeners the best of two worlds – the warmth of analog vacuum tubes and the power and efficiency of digital amplification. Discerning listeners will appreciate the natural, full-range sound with virtually zero distortion and no active-induced clipping.

The impressive tallboy speakers house not only midrange drivers and tweeters, but also front height speakers that can be angled upward to create height channels that enhance the immersive surround sound experience. As a result, true 7.1-channel surround sound is achieved with only 6 speakers (2 tallboys, 2 wireless rear satellites, 1 center and 1 sub-woofer.)

The system's Blu-ray player features Samsung's proprietary UHD Upscale Processor, which generates true-to-life pictures with vivid colors. The HT-H7730WM offers twice the resolution than that of conventional 1080p video, and is capable of upscaling standard-definition and high-definition content to Ultra-High Definition (UHD) – four times the resolution of 1080p – making it compatible with UHD TVs. This UHD upscaling capability also means that HT-H7730WM owners will be ready for the next generation of television viewing.

# Fixing HDMI “No Audio Issues” in Novetek and Fox-P LED TVs

By Khaled Abuali and Paul Kim, Managers, Product Support Engineering

A firmware fix is available for the following symptom. Please do not replace the main board.

**SYMPTOM:**

- The TV has video but no audio when using an HDMI source on one or more HDMI ports.
- TV also may have neither audio nor video on other HDMI ports.

**REPAIR**: Update the firmware to the following versions.

| Platform | TV Model | SW Ver. |
|---|---|---|
| **Novatek (2012)** | UN40EH6030FXZA,<br>UN46EH6030FXZA,<br>UN55EH6030FXZA | **1202.1**<br>**Important**:<br>• This SW is only available on GSPN.<br>• After the SW update, the TV will optimize the system. While optimization is in progress, the TV’s screen will be black and the Stand-by LED will be ON. Optimization takes about a minute.<br>**DO NOT UNPLUG THE POWER CABLE.** If the TV does not turn back on automatically, you can use your remote to turn the TV ON after waiting for one minute. |
| **Fox-P (2013)** | UN46F7500AFXZA,<br>UN55F7450AFXZA,<br>UN55F7500AFXZA,<br>UN60F7500AFXZA,<br>UN46F8000BFXZA,<br>UN55F8000BFXZA,<br>UN60F8000BFXZA,<br>UN65F8000BFXZA,<br>UN75F8000AFXZA,<br>PN51F8500AFXZA,<br>PN60F8500AFXZA,<br>PN64F8500AFXZA | **1116.1 or higher**<br>**(Available from Samsung.com.)** |

**Note**: For the 6030 models, the firmware is available on GSPN only. Since these models have no network connections, make sure to download the TV S/W from GSPN on a USB drive prior to customer visit.

# CE GSPN Updates

By Jeff Brutman, Senior Staff, Publications

We encourage you to use our GSPN site to find the latest service bulletins to aid you with your repairs:

http://gspn3.samsungcsportal.com/

CE Service Bulletins uploaded to GSPN in January, 2013:

| Bulletin Number | Subject | Applicable Models |
|---|---|---|
| ASC20140127001 | **SUBJECT**: Crackling noise when opening or closing the function panel.<br><br>**SYMPTOM**: The function panel generates noise when moving. The noise is caused by the belt touching the panel door.<br><br>**REPAIR**: Replace the door assembly belt with the improved part number, BN81-09118A. | LED TVs<br><br>UN46C9000,<br><br>UN55C9000 |
| ASC20140127002 | **2012 LED Wireless Internet Issue**<br><br>**Symptoms**:<br><br>• TV fails to make wireless Internet connection OR<br>• Wireless Internet randomly disconnects OR<br>• When accessing Wi-Fi operation either via the network setup/status or through SMARTHUB, the TV may lock up or Power OFF and ON by itself | LED TVs<br><br>UN46EH5300FXZA, UN46EH5300FXZA, UN50EH5300FXZA, UN40ES6100FXZA, UN46ES6100FXZA, UN55ES6100FXZA, UN60ES6100FXZA, UN40ES6150FXZA, UN46ES6150FXZA, UN55ES6150FXZA, UN60ES6150FXZX, UN40ES6500FXZA, UN46ES6500FXZA, UN55ES6500FXZA, UN60ES6500FXZA, UN65ES6500FXZA, UN55ES6550FXZA, UN65ES6550FXZA, UN40ES6580FXZA, UN46ES6580FXZA, UN55ES6580FXZA, UN46ES6600FXZA, UN55ES6600FXZA, UN55ES6820FXZA, UN55ES6900FXZA, UN55ES7003FXZA, UN46ES7100FXZA, UN55ES7100FXZA, UN60ES7100FXZA, UN46ES7150FXZA, UN55ES7150FXZA, UN60ES7150FXZA |

# CE GSPN Updates

continued

| Bulletin Number | Subject | Applicable Models |
|---|---|---|
| ASC20140127003 | **SUBJECT**: TV powers ON automatically<br><br>**SYMPTOM**: The TV powers ON by itself while it is in standby mode.<br><br>**CAUSE**: After the completing a standby S/W upgrade, the TV sent a POWER IR Key to the CEC device.<br><br>**REPAIR GUIDE**: Update the TV's S/W to the latest version. | **LED TVs**<br><br>UN32F5500AFXZA, UN32F6300AFXZA, UN40F5500AFXZA, UN40F6300AFXZA, UN46F5500AFXZA, UN46F6300AFXZA, UN46F6350AFXZA, UN46F6400AFXZA, UN46F6800AFXZA,UN46F7100AFXZA, UN46F7500AFXZA, UN46F8000AFXZA, UN50F6800AFXZA, UN55F6300AFXZA, UN55F6400AFXZA, UN55F6800AFXZA, UN55F7050AFXZA, UN55F7100AFXZA UN55F7500AFXZA, UN55F8000AFXZA, UN60F6300AFXZA, UN65F6300AFXZA |
| ASC20140127004 | **SUBJECT**: HDMI issue - "Video with no Sound"<br><br>**SYMPTOMS**:<br>• The TV has video with no sound when using an HDMI source<br>• TV also may not have both audio and video on another HDMI source.<br><br>**REPAIR**: Update the firmware to correct the Video with No Sound using HDMI issue. | **LED TVs**<br><br>UN46F7500AFXZA, UN55F7450AFXZA, UN55F7500AFXZA, UN60F7500AFXZA, UN46F8000BFXZA, UN55F8000BFXZA, UN60F8000BFXZA, UN65F8000BFXZA, UN75F8000AFXZA |
| ASC20140127006 | **SUBJECT**: HDMI issue - "Video with no Sound"<br><br>**SYMPTOMS**:<br>• The TV has video with no sound when using an HDMI source<br>• TV also may not have both audio and video on another HDMI source.<br><br>**REPAIR**: Update the firmware to correct the Video with No Sound using HDMI issue. | **LED TVs**<br><br>UN40EH6030FXZA, UN46EH6030FXZA, UN55EH6030FXZA |

## CE GSPN Updates

continued

| Bulletin Number | Subject | Applicable Models |
|---|---|---|
| ASC20140127007 | **SUBJECT**: Random / Intermittent Power Cycle (Reset)<br>**SYMPTOM**: TV powers OFF and ON by itself.<br>**REPAIR GUIDE:**<br>1. Replace the main PCB ONLY IF the TV was manufactured in March, 2013 or earlier and the serial number is listed in Contact Samsung (Menu>Support>Contact Samsung).<br>2. Otherwise, update the TV's S/W to the latest version.<br>(Note: Make sure to download the SW file from SAMSUNG.COM prior to customer visit.)<br>3. Replace the lead cable between the Main board and SMPS. | **LED TVs**<br>UN32F5500AFXZA, UN32F6300AFXZA, UN40F5500AFXZA,UN40F6300AFXZA, UN46F5500AFXZA, UN46F6300AFXZA,<br>UN46F6350AFXZA, UN46F6400AFXZA, UN46F6800AFXZA, UN46F7100AFXZA, UN50F6800AFXZA, UN55F6300AFXZA, UN55F6400AFXZA, UN55F6800AFXZA, UN55F7050AFXZA,UN55F7100AFXZA, UN60F6300AFXZA, UN60F6400AFXZA, UN65F6300AFXZA, UN65F6400AFXZA, UN75F6300AFXZA, UN75F6400AFXZA |
| ASC20140127008 | **SUBJECT**: HDMI issue - "Video with no Sound"<br>**SYMPTOMS**:<br>• The TV has video with no sound when using an HDMI source<br>• TV also may not have both audio and video on another HDMI source.<br>**REPAIR**: Update the firmware to correct the Video with No Sound using HDMI issue. | **Plasma TVs**<br>PN51F8500AFXZA, PN60F8500AFXZA,<br>PN64F8500AFXZA |

# CE GSPN Updates

continued

| Bulletin Number | Subject | Applicable Models |
|---|---|---|
| ASC20140127009 | **SUBJECT**: HDMI issue - "Video with no Sound"<br>**SYMPTOMS**:<br>• The TV has video with no sound when using an HDMI source<br>• TV also may not have both audio and video on another HDMI source.<br>**REPAIR**: Update the firmware to correct the Video with No Sound using HDMI issue. | **UHD TVs**<br>UN55F9000AFXZA,<br>UN65F9000AFXZA,<br>UN85S9AFXZA,<br>KN55S9CAFXZA |
| ASC20140127010 | **SUBJECT**: TV powers ON automatically<br>**SYMPTOM**: The TV powers ON by itself while it is in standby mode.<br>**CAUSE**: After the completing a standby S/W upgrade, the TV sent a POWER IR Key to the CEC device.<br>**REPAIR GUIDE**: Update the TV's S/W to the latest version. | **Plasma TVs**<br>PN51F5500AFXZA,<br>PN60F5500AFXZA,<br>PN64F5500AFXZA,<br>PN51F8500AFXZA,<br>PN60F8500AFXZA,<br>PN64F8500AFXZA |

# Leaking Doors in DW80 Series Dishwashers

By Jason Abrams, Assistant Manager, HA Product Support

**Background**: If the water that is supplied during the initial water fill is too hot, it will cause an increase of air pressure in the tub. The increased pressure will cause water to be forced out of the bottom front corners of the tub during the first few rotations of the spray arms. After the first few rotations of the spray arm, the pressure will equalize and the water will stop dripping from the corners.

**Solution**: To correct this situation, please perform the following steps:

1. Make sure that the dishwasher is completely level from front to back. If the unit is leaning too far forward, it will increase the likelihood of water dripping from the door corners.

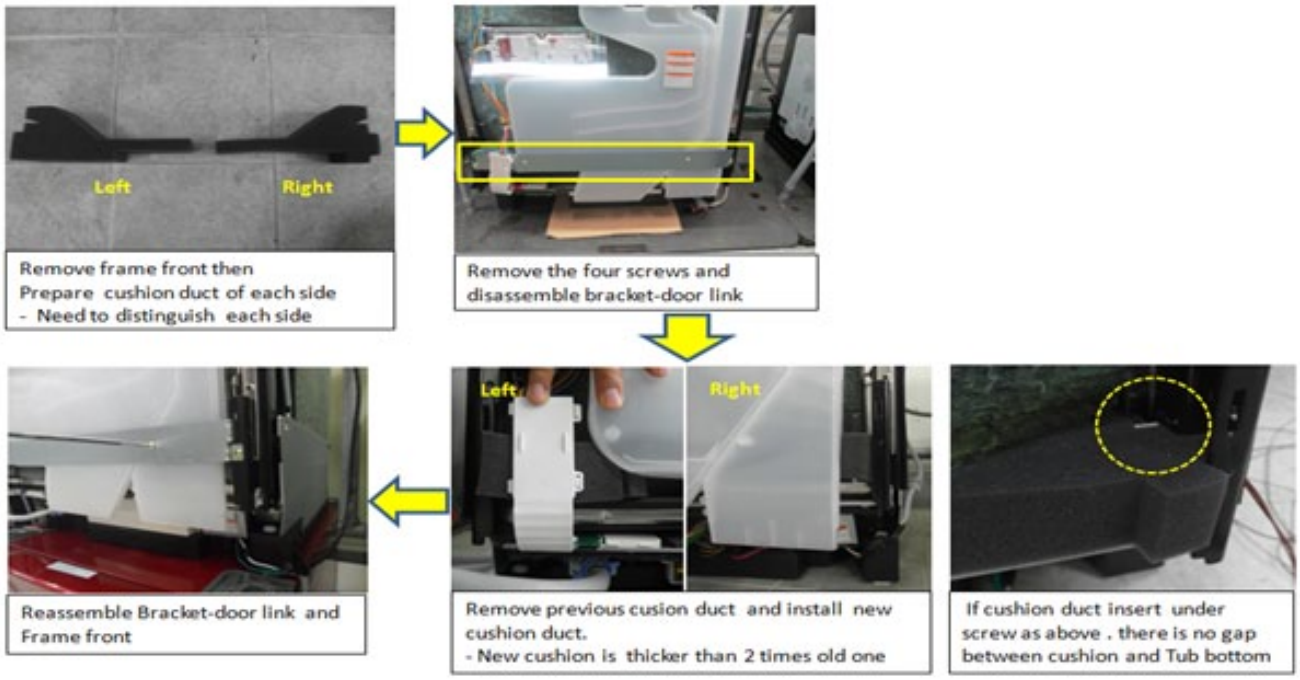
2. Replace the Main PCB with the parts listed in the table below. The software has been updated to version 32. The new software will open the door vent and operate the drying fan during the water supply. This will allow the dishwasher to vent any excess air pressure that may occur.

3. Change the left and right Cushion Duct with the parts listed in the following table. Follow the directions on the next page.

| Model name | Part code | | |
|---|---|---|---|
| | Cusion duct-R | Cusion duct-L | Main PCB |
| DW80F800 | DD63-00182A | DD63-00183A | DD92-00033B |
| DW80F600 | | | DD92-00033C |

## Leaking Doors in DW80 Series Dishwashers

continued


Left
Right
Remove frame front then
Prepare cushion duct of each side
- Need to distinguish each side
Remove the four screws and
disassemble bracket-door link
Left
Right
Remove previous cusion duct and install new
cushion duct.
- New cushion is thicker than 2 times old one
If cushion duct insert under
screw as above . there is no gap
between cushion and Tub bottom
Reassemble Bracket-door link and
Frame front

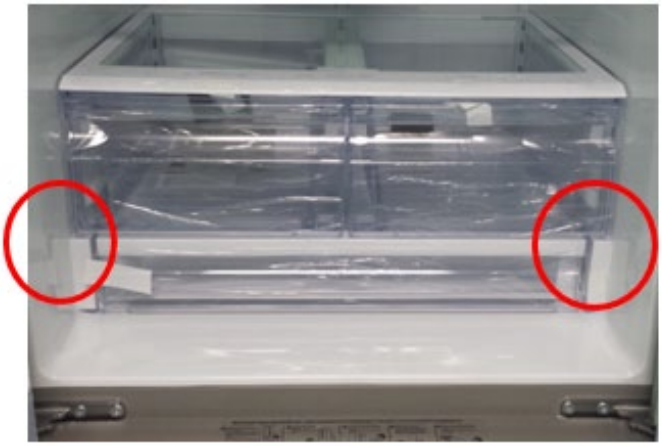
The software has been updated in production starting from the serial numbers and production dates listed in the table below.

| MODEL | SERIAL NO. | PRODUCTION DATE |
|---|---|---|
| DW80F600UTB/AA | B00BG9MDC00001 | 6th.Dec 2013 |
| DW80F600UTS/AA | B00AG9MDC00421 | 7th.Dec 2013 |
| DW80F800UWS/AA | B009G9MDC00001 | 8th.Dec 2013 |
| DW80F600UTW/AA | B00CG9MDC00001 | 12th.Dec 2013 |

# Contact between Pantry Case and Vegetable Case in RF220 and RF221 Series Refrigerators

By Wes Sirois, Manager, HA Product Support

**Symptom**: Pantry Case hits the Vegetable Cases when it is closed (Contact at red circles)



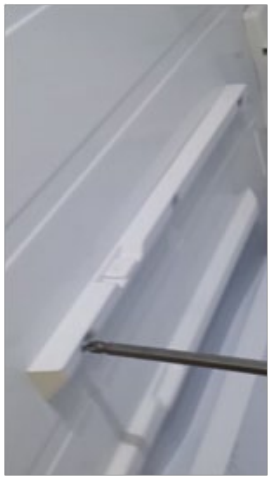
**Field Repair**: Units produced before December 2013 may experience this issue. In these cases, install new Vegetable Cover Support Rails, one for each side. This raises the Vegetable Cases 3 mm.

Part numbers DA61-0876A and DA61-08785A

Remove left rail

Remove right rail

Install New Rails

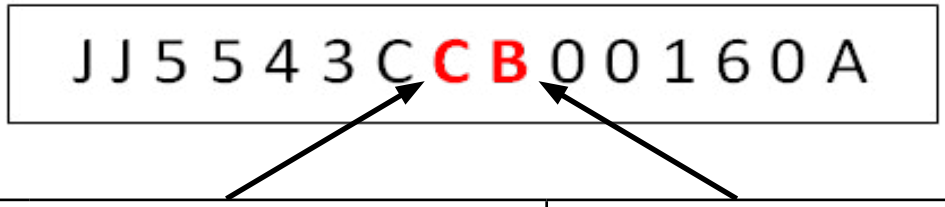


**Factory Solution**: All new production as of December 2013 uses a modified liner, which raises the Vegetable Cover approximately 3 MM.

## Contact between Pantry Case and Vegetable Case in RF220 and RF221 Series Refrigerators

continued

**Serial Number Example:**

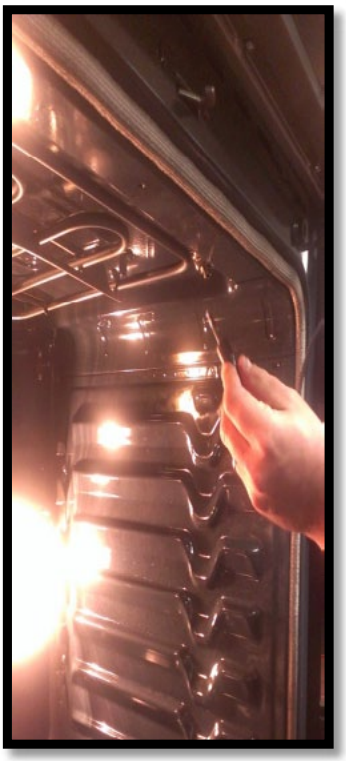



| Production Year | | | Production Month |
|---|---|---|---|
| S = 2009 | Z = 2010 | B =2011 | 1 ~ 9 = January ~ September |
| C = 2012 | D = 2013 | F = 2014 | A = October, B = November |
| G = 2015 | H = 2016 | J = 2017 | C = December |

# Using the Temperature Probe in the NE58F Slide-In Range

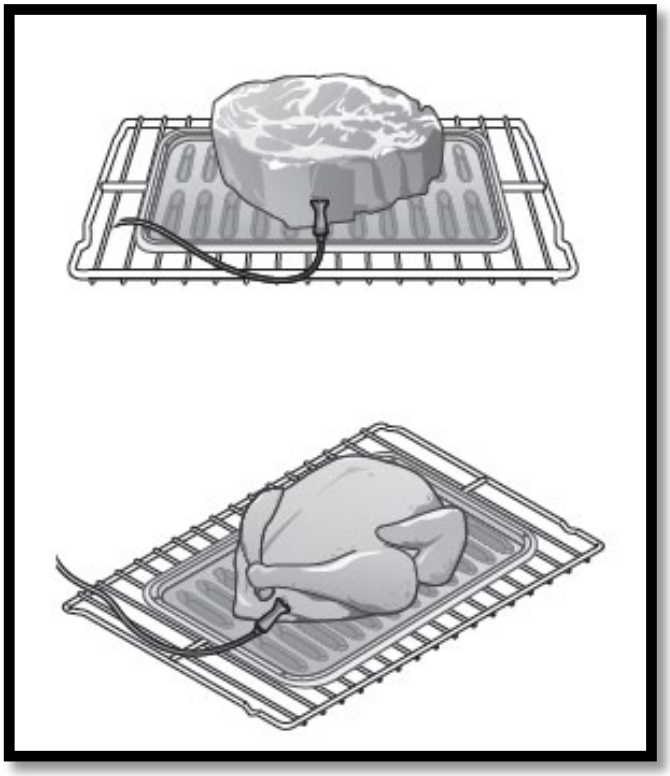
By Dorian Rua, Content Developer, Training

The slide in range NE58F has a temperature probe that connects to a 3.5 mm speaker-like jack at the top of the oven cavity. The probe is used to measure the internal temperature of meat. To monitor the temperature correctly, the probe must be inserted into the center of the roast or into the meatiest portion of a chicken.



The TEMP PROBE Button on the control panel is used to activate the Temp Probe mode.

When the meat reaches the set temperature, the range will beep and automatically turn off the oven.



# HA GSPN Updates

By Jeff Brutman, Senior Staff, Publications

We encourage you to use our GSPN site to find the latest service bulletins to aid you with your repairs:

http://gspn3.samsungcsportal.com/

HA Service Bulletins uploaded to GSPN in January, 2013:

| Bulletin Number | Subject | Applicable Models |
|---|---|---|
| ASC20140122001 | **Part Change**<br><br>Several parts have been changed in DW80F series dishwashers without a change to the model number. Some of the parts that have been changed are the sump, circulation pump, and main PCB software.<br><br>When ordering parts, include the version number at the end of the model number. | Dishwashers<br><br>DW80F800UWS/AA,<br><br>DW80F600UTS/AA |
| ASC20140127005 | **Contact between Pantry Case and Vegetable Case**<br><br>**Symptom** : Pantry Case hits the Vegetable Cases when it is closed. | Refrigerators<br><br>RF220NCTA**, RF221NCTA** |